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<b>UTILITY PATENT APPLICATION TRANSMITTAL</b>  (Only for new nonprovisional applications under 37 CFR 1.53(b))	<i>Title of Invention</i>	<b>Managing the Rate of Delivering Performance Interventions in a Contact Center</b>
	<i>Named Inventor(s)</i>	<b>Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; Scott Richter; Robert L. Beard; and Lisa Marie Foley</b>
	<i>Attorney Docket</i>	<b>07117.105016</b>
	<i>Express Mail Label No.</i>	<b>EV 330778790 US</b>

<b>APPLICATION ELEMENTS</b>	Commissioner for Patents <b>ADDRESS TO:</b> Mail Stop Patent Application P.O. Box 1450 Alexandria, VA 22313-1450
	<b>ACCOMPANYING APPLICATION PARTS</b>

1. <input checked="" type="checkbox"/> Fee Transmittal Form <i>(Submit an original, and a duplicate for fee processing)</i> 2. <input checked="" type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27. 3. <input checked="" type="checkbox"/> Specification, Claims, and Abstract <b>Total Pages 71</b> 4. <input checked="" type="checkbox"/> Drawings <b>Total Sheets 18</b> 5. Oath or Declaration <b>Total Pages 6</b> a. <input checked="" type="checkbox"/> Unexecuted (original or copy) b. <input type="checkbox"/> Copy from prior application (37 CFR 1.63(d)) <i>(for continuation/divisional with Box 17 completed)</i> (i) <input type="checkbox"/> <b>DELETION OF INVENTOR(S)</b> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b). 6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76. 7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program <i>(Appendix)</i> 8. Nucleotide and/or Amino Acid Sequence Submission <i>(if applicable, all necessary)</i> a. <input type="checkbox"/> Computer Readable Form (CRF) b. Specification Sequence Listing on: i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or ii. <input type="checkbox"/> paper c. <input type="checkbox"/> Statement verifying identity of above copies	9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s)) 10. <input type="checkbox"/> 37 CFR 3.73(b) Statement <i>(when there is an assignee)</i> <input type="checkbox"/> Power of Attorney by assignee 11. <input type="checkbox"/> English Translation Document <i>(if applicable)</i> 12. <input type="checkbox"/> Information Disclosure Statement (IDS) PTO-1449 <input type="checkbox"/> Copies of IDS Citations 13. <input type="checkbox"/> Preliminary Amendment 14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <i>(Should be specifically itemized)</i> 15. <input type="checkbox"/> Certified Copy of Priority Document(s) 16. <input checked="" type="checkbox"/> Assignee: <u>Knowlagent, Inc.</u> <u>157 Royal Drive, Building 200,</u> <u>Suite 100, Alpharetta, GA 30022</u> 19. <input type="checkbox"/> Other: _____ _____ _____
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17. If a <b>CONTINUING APPLICATION</b> , check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input checked="" type="checkbox"/> Continuation-in-part (CIP) of prior application No: 10/602,804 Prior application information: Examiner: _____ Group/Art Unit: _____ <small>For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation <u>can only</u> be relied upon when a portion has been inadvertently omitted from the submitted application parts.</small>
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18. <b>CORRESPONDENCE ADDRESS:</b> Michael L. Wach, Patent Agent KING & SPALDING LLP 45 <sup>th</sup> Floor 191 Peachtree Street, N.E. Atlanta, Georgia 30303	By: <u>[Signature]</u> Reg. No. 54,517 Date: December 11, 2003 Telephone: 404.572.4600 Facsimile: 404.572.5145 Customer No. 20786
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# FEE TRANSMITTAL

Attorney Docket No. 07117.105016  
Express Mail Label No. EV330778790US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **Rick Baggenstoss et al.**  
Filing Date: **December 11, 2003**  
Title: **Managing the Rate of Delivering Performance Interventions in a Contact Center**

The filing fee is calculated as shown below:

## 1. FILING FEE:

FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
SUBTOTAL (1)		\$385		\$xxx

## 2. CLAIMS:

SMALL ENTITY				LARGE ENTITY		
FOR:	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
TOTAL CLAIMS	37 - 20 =	17	x 9 =	153	x 18 =	
INDEP. CLAIMS	6 - 3 =	3	x 43 =	129	x 86 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =		+290 =	
SUBTOTAL (2)				\$282		\$xxx

## 3. ADDITIONAL FEES:

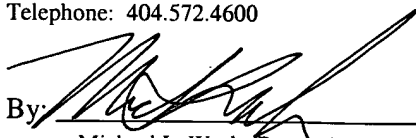
FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
SUBTOTAL (3)		\$xxx		\$xxx

**TOTAL FILING FEES: \$667.00**

A check is enclosed for the total amount: **\$667.00**

☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.

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Date: December 11, 2003